

Subject:

From:
Angela Kang
Date:
9/11/19, 2:22 PM
To:
Jason Langford

Hi Lt Langford,

Thank you for your call! I look forward to meeting everyone tomorrow at the agency.

For all the other users that will need access to Portal, can you please fill out the tab "All other users"? If you go ahead and do that, I could add them all in for you. If you need to add any users in the future, it is fairly easy to add them. You just click on Admin tools at the top right after you log in, then click Manage Users >> Add User.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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On Thu, Sep 5, 2019 at 2:52 PM Jason Langford <JLangford@ontariopolice.org> wrote:

Awesome! I just received confirmation the room is available. The training will be hosted at our Emergency Operations Center (200 N. Cherry Ave. Ontario, CA 91764) which will allow our detectives to each have a computer terminal during said training. Let me know if you have any questions. Thanks!



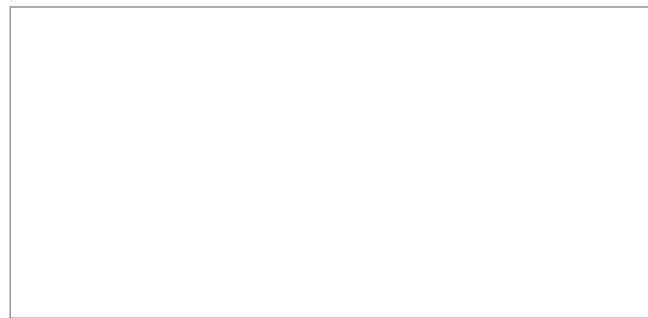
From: Angela Kang [mailto:angela@ring.com]
Sent: Thursday, September 05, 2019 2:45 PM
To: Jason Langford <JLangford@ontariopolice.org>
Subject: Re: Ring Pre-Onboarding Call Recap - Ontario PD

Hi Lt Langford,

Yes, that date and time still works for me! I will send out an invitation before the end of day.

On Thu, Sep 5, 2019 at 2:42 PM Jason Langford <JLangford@ontariopolice.org> wrote:
Angela,

I am in the process of finalizing a room reservation for the training sessions for 9/12 at 10-11 and 11:30-12:30. I just wanted to confirm those dates still work for you in order to send timely notice out to our detectives given it will be next week. Can you let me know? Thanks so much!



From: Angela Kang [mailto:angela@ring.com]
Sent: Wednesday, September 04, 2019 1:00 PM
To: Jason Langford <JLangford@ontariopolice.org>
Subject: Re: Ring Pre-Onboarding Call Recap - Ontario PD

Hi Lt Langford,

Thanks for your call.

For the in person training, I have the following days available so far. I will typically hold two sessions in a day typically one in the morning from 10am-11am, and one at 11:30-12:30pm, please let me know what times would work best for you and your staff. Feel free to send out the PR announcements to match up to the date of the training.

Thursday 9/12
Wednesday 9/25

Also, I just want to check in to see if there was any change to the map or assigned area to be drawn for your Portal:

c) Beats Map: If you decide that assigning each user to a beat/assigned area would be appropriate, please send over a beats map (PDF, Shapefile, or ESRI files are fine as long as highways, street names are clear so we could draw the boundaries) so that we can create them for your Portal so that your users can assign themselves to a district. When a user assigns themselves to a beat, they will receive email alerts whenever a "Neighbor" posts a crime in that beat.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987

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On Wed, Aug 7, 2019 at 3:03 PM Angela Kang <angela@ring.com> wrote:

Thank you for the clarification, Sgt Russell. I will work with Lt Langford on all training coordination moving forward.

Lt. Jason Langford - Thank you for the call. I have verified that ipad is not fully compatible with the Portal as not all the features will work. I recommend everyone use their laptop or desktop

computers with chrome install.

Thank you,

Angela Kang

Partner Success Manager
angela@ring.com
425-274-5987



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On Wed, Aug 7, 2019 at 2:10 PM William C. Russell
<WRussell@ontariopolice.org> wrote:

Thank you Angela,

I got a little clarification from my Dept. I will only be involved in the media aspect of the project so I will be your main point of contact for any news releases we need to send out. Our Investigations Bureau Lt, Jason Langford, will be the guy to identify stakeholders and coordinate any training. I briefed him on everything we had talked about earlier today and CC'd him on this email. His contact info is below.

Lieutenant Jason Langford
jlangford@ontariopolice.org
909-408-1917

Bill Russell, Sergeant
Ontario Police Department
D 909.408.1921
F 909.408.1797

From: Angela Kang [mailto:angela@ring.com]
Sent: Wednesday, August 7, 2019 1:36 PM
To: William C. Russell
<WRussell@ontariopolice.org>
Subject: Ring Pre-Onboarding Call Recap - Elk Grove PD

Hi Sgt Russell,

Very nice speaking with you today. Below is a recap of what we spoke on and the few action items I need.

1. 45 min Stakeholders Webinar (The Soft Launch Phase) : This is me "training the trainers" to get the stakeholders to understand the Ring Portal so they can determine the best way to roll out the tool within their units. We suggest that 1-2 reps from each group below attend this webinar as they will be the go-to person if anyone within their units have questions. They will also be the early adopters who can start using the Portal after the webinar so they could speak about their use case/experience with the Portal and perhaps share success stories (if any) during the in person training. Can you please suggest a few dates/times within the next week or two?

a) Community Outreach: Community Service Officer/Community resource officer, those who

- attend HOA neighborhood watch meetings
- b) PIO/Social Media Committee
- c) Investigations/detectives
- d) Crime analysts
- e) Road Patrol Officers

2. 45 min In Person Training (The Hard Launch Phase): This would be an in person training to onboard the rest of the agency. This training takes place typically ~2-3 weeks after the stakeholders webinar. Can you please suggest a few dates/times 2 weeks after the stakeholder webinar takes place?

3. Portal Setup

a) Law Enforcement User List: Please fill out the attached spreadsheet for everyone that should have access to Portal. Next to each user, can you please indicate "Admin" or "User"? Admins will have the ability to add new users and toggle on/off video request feature and posting privileges for the users at the agency.

b) Browser Compatibility: A reminder that portal is only compatible with [Chrome \[google.com\]](https://www.google.com) or Firefox. Internet Explorer is not compatible. I will mention this during the trainings.

c) Beats Map: If you decide that assigning each user to a beat/assigned area would be appropriate, please send over a beats map (PDF, Shapefile, or ESRI files are fine as long as highways, street names are clear so we could draw the boundaries) so that we can create them for your Portal so that your users can assign themselves to a district. When a user assigns themselves to a beat, they will receive email alerts whenever a "Neighbor" posts a crime in that beat.

Thank you,

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Thank you,

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